

I have some questions I would like to see if we can get some clarification on for the above referenced RFP due 4-30-10.

- 1) Could we get a copy of the RFP in MS word format? Yes
- 2) Can we get a copy of your current monthly bill for Internet and Long distance? Yes, I will send it to you the first of next week.
- 3) Can we get a copy of WAN/LAN topology? What we are looking for is a Managed router that the vendor owns and maintains with 24/7 support and advance replacement of failed hardware with 4 hours response time. One option is to use the Cisco 3800 with the vendor taking full responsibility for the Hardware, maintenance for the life of the contract. I would like pricing on a replacement firewall that the city would own that includes programming that has a maintenance contract with 24x7 4 hour response time advance replacement.

The equipment for the Internet access must reside at North Little Rock Electric Department, 800 Main Street, North Little Rock AR 72114.

The city has several business class DSL services. Provide bandwidth ranges both up and down and pricing for each range.

Pricing for Internet access must include line, access charges and equipment – plus any charges for installation, programming, and maintenance, etc. – for the equipment necessary to connect to the Internet and the City of North Little Rock Wide Area Network.

General Questions:

- 1) Is this an all or none bid, with all services going to one vendor, or is the City going to award to multiple vendors? Each service can be bid separate or as a bundle.
- 2) Given the RFP is for an award of business that will not be implemented until January 2011, the turn-around time on the RFP is pretty short. We respectfully request the City consider extending the RFP due date until May 14th. The RFP will close May 14, 2010 at 11:00 am.

Local Dial Tone:

- 1) Currently you have Centrex service supporting some locations, and Avaya PBX at other locations. I wanted to verify that you want (4) digit dialing between the Centrex and Avaya systems. Yes
- 2) Can you provide the telephone number of the business lines, and the working addresses? The quantity of lines will vary month-to month, therefore pricing must be per unit
- 3) Are the Station Features listed on page 2 of the Price sheet for Centrex only? No. What we are looking for is pricing.
- 4) Are the paging systems in place today, and working behind the Centrex system? What we are looking for is pricing.

Long Distance:

- 1) Are the long distance minutes shown in the RFP for all locations with the City, and all systems? This is an estimate. The City of North Little Rock is requesting a flat rate per minute for Intrastate and Interstate long distance (include minimum and incremental billing). Also provide access codes for long distance assigned to each department.
- 2) Do you want one long distance plan, and one bill? One Bill with department codes for long distance assigned to each department to separate the cost.

Internet Access:

- 1) How does the City define the managed solution? What we are looking for is a Manage router that the vendor owns and maintains with 24/7 support and advance replacement of failed hardware with 4 hours response time. One option is to use the Cisco 3800 with the vendor taking full responsibility for the Hardware, maintenance for the life of the contract. I would like pricing on a replacement firewall that the city would own that includes programming that has a maintenance contract with 24x7 4 hour response time advance replacement.
- 2) Does the City require management of the Internet access, the router and firewall, as a turnkey solution? Yes, also provide pricing just for internet access and the router only.

- 3) Does the City require management 8:00 AM to 5:00 PM, Monday thru Friday, or 24 X 7 x 365? See answer one.
- 4) Does the City want to own and manage the router, and have a maintenance contract for the repair or replacement? No. Please pricing both ways
- 5) Does the City want to own and manage the firewall, and have a maintenance contract for the repair or replacement of equipment? Yes. Please pricing both ways

I have a couple of questions

I need the address and quantity of Centrex lines and Business Lines at each respective location please. This determines the delivery and cost of the services. The quantity of lines will vary month-to-month, therefore pricing **must be per unit**.

1.

Service	A.	B.			C= (A) X (B)
		Contract	Unit Cost	Total Cost	
		In Months	Per Month	Per Month	
Centrex Lines	90	60	\$	\$	
		36	\$	\$	
Centrex Stations	410	60	\$	\$	
		36	\$	\$	
Business lines	17	60	\$	\$	
		36	\$	\$	
Voicemail Boxes	44	60	\$	\$	
		36	\$	\$	
ISDN PRI T1	2	60	\$	\$	
		36	\$	\$	
ISDN PRI B Channels	44	60	\$	\$	
		36	\$	\$	
Hydro Point to Point T1	1	60	\$	\$	
		36	\$	\$	

2. Do you currently own the Centrex phones? Provide pricing for analog and digital phone sets that you have available plus installation charges.

LIST ALL PHONE EQUIPMENT PRICING AND INSTALLATION CHARGES

1. Do you own the Centrex stations or are they rented/leased from ATT? Provide pricing for analog and digital phone sets that you have available plus installation charges.

LIST ALL PHONE EQUIPMENT PRICING AND INSTALLATION CHARGES

2. Do you own The Cisco 3800 Internet router and PIX 515 E, or are they rented/leased from ATT? What we are looking for is a Manage router that the vendor owns and maintains with 24/7 support and advance replacement of failed hardware with 4 hours response time. One option is to use the Cisco 3800 with the vendor taking full responsibility for the Hardware, maintenance for the life of the contract. I would like pricing on a replacement firewall that the city would own that includes programming that has a maintenance contract with 24x7 4 hour response time advance replacement.

3. You have a Class C Block of IPs with ATT. Do you intend to keep this IP scheme if you change internet carriers, or would you manage the process and cost internally of changing IPs to a new Class C Block from a new carrier? We do not own a Class C Block of IPs. We will manage changing IPs internally.

4. Is the Pat Hayes Center phone lines part of the RFP bid? I have them under separate contract from June 2009 for 36 months. No.

5. Are you available for my engineers to site survey the locations where Centrex lines and stations are installed and the data networking equipment location next week? Already done

This is follow up to my voice mail question. Our legal group needs to know if you participate in WSCA agreements or would be willing to. No we do not participate at this time. What is involved in joining WSCA?

Also if needed can a mobility only response be submitted? Yes. This Communication RFP must be priced as individual sections and may be bundled. The sections are; **local dial tone, long distance, cell phones, and Internet access.**

All major elements of the bid must be itemized. This includes, but is not limited to, purchase, installation of any equipment, installation of any facilities, programming and ongoing charges including maintenance.

Thanks for your time on this they are anxious for a response from me so that we can proceed and insure that we get to respond.